

DATA LABEL: PUBLIC



SOCIAL POLICY POLICY DEVELOPMENT AND SCRUTINY PANEL

CARE INSPECTORATE INSPECTION OF COMMUNITY CARE SERVICES

REPORT BY HEAD OF SOCIAL POLICY

A. PURPOSE OF REPORT

To advise the Panel of the grades achieved in the Care Inspectorate Inspections of West Lothian Council's Community Care Services during the financial year 2019-20.

B. RECOMMENDATION

To note the current performance grades of West Lothian Council's Community Care Services.

C. SUMMARY OF IMPLICATIONS

I Council Values	<ul style="list-style-type: none">- Focusing on our customers' needs- Being honest, open and accountable- Developing employees- Making best use of our resources- Working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	<ul style="list-style-type: none">- Regulation of Care (Scotland) Act 2001- Public Services Reforms (Scotland) Act 2010- Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011- Health and Social Care Standards
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	The current performance indicator relates only to Housing with Care
V Relevance to Single Outcome Agreement	<p>People most at risk are protected and supported to achieve improved life chances</p> <p>Older people are able to live independently in the community with an improved quality of life</p> <p>We live longer healthier lives and have reduced health inequalities</p>
VI Resources - (Financial, Staffing and Property)	No additional financial resources beyond those already allocated to service revenue budgets.
VII Consideration at PDSP	None
VIII Other consultations	The inspection process involves consultation

with service users and other relevant stakeholders

D. TERMS OF REPORT

The Care Inspectorate grades services as part of fulfilling their duty under section 4(1) of the Regulation of Care (Scotland) Act 2001 and publishes inspection reports to provide information to the public about the quality of care services.

The Care Inspectorate introduced the current grading scheme for inspections during April 2008. The framework for inspection is in the process of changing from four quality themes to five, with the ranking system from excellent to unsatisfactory remaining consistent across the two frameworks.

Housing with Care, Care and Home and Day Care continue to be assessed under the four themes of;

1. Care and Support
2. Environment
3. Staffing
4. Management and Leadership

The grading system comprises of a six-point scale, ranging from a score of 6 (Excellent) to 1 (Unsatisfactory). Grade 3 (Adequate) indicates an acceptable level of performance for the purpose of regulation, with grade 4 being Good and Grade 5 being Very Good. Grades of 1 or 2 represent levels of performance which are not considered acceptable to the Care Inspectorate and may result in the Care Inspectorate taking formal enforcement action to support improvements.

% of care services inspected during the financial year 2019- 2020 and achieving a grade 4 (good) and above.

Care & Support	Environment	Staffing	Management & Leadership
100%	100%	100%	100%

From 31st July 2018 the Care Inspectorate introduced a new framework for inspections of care homes for older people. The framework is structured around five key questions:

1. How well do we support people's wellbeing?
2. How good is our leadership?
3. How good is our staff team?
4. How good is our setting?
5. How well is our care and support planned?

A six-point scale is used to describe the quality:

6	Excellent	Outstanding or sector leading
5	Very good	Major strengths
4	Good	Important strengths, with some areas for improvement
3	Adequate	Strengths just outweigh weaknesses
2	Weak	Important weaknesses – priority action required
1	Unsatisfactory	Major weaknesses – urgent remedial action required

% of care services inspected during the financial year 2019- 2020 and achieving a grade 4 (good) and above.

Key Question 1 - How well do we support people's wellbeing?	Key Question 2 – How good is our leadership?	Key Question 3 – How good is our staff team?	Key Question 4 – How good is our setting?	Key Question 5 - How well is care and support planned?
83%	83%	83%	100%	67%

Not all care services are inspected annually, and where an inspection has not taken place in the financial year 2018-19. Appendix 1 details the current grades for the care service. The **inspection** reports across all of the Community Care services provided by West Lothian Council shows a consistently high trend in performance where services achieve grades of 4 and above.

E. CONCLUSION

The care service inspection reports for West Lothian Council's Community Care Services show how well the local authority delivers social work services. The current grades demonstrate a positive performance and gives reassurance that the needs of our service users are being well met by high performing services.

F. BACKGROUND REFERENCES

None

Appendices/Attachments: Care Inspectorate Grades for West Lothian's Community Care Services

Contact Persons:

Robin Allen, Senior Manager

Robin.Allen@westlothian.gov.uk

Tel 01506 281851

Jo MacPherson
Head of Social Policy

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Appendix 1

West Lothian Council Community Care Services Care Inspectorate Grades

Care Homes

Inspected using new framework:

Name of Service	Address	Inspection date	How well do we support people's wellbeing?	How good is our leadership	How good is our staff team?	How good is our setting?	How well is care and support planned?
Burngrange	Burngrange Park, West Calder, EH55 8ET	4/10/18	4	Not Assessed	Not Assessed	Not Assessed	4
Craigmair	1 Larch Grove, Livingston, EH54 5BU	13/12/18	4	4	4	4	3
Limecroft	Templar Rise, Livingston, EH54 6PJ	7/6/19	3	3	3	4	3
Whitdale	110 East Main Street, Whitburn, EH47 0RH	16/8/18	4	Not Assessed	Not Assessed	Not Assessed	4

Day Care, Care at Home and Support Services

Inspected using new framework:

Name of Service	Address	Inspection date	How well do we support people's wellbeing?	How good is our leadership	How good is our staff team?	How good is our setting?	How well is care and support planned?
Burnside (Respite)	8/9 Muirs Court, Broxburn, EH52 5JQ	25/1/19	5	N./A	N/A	N/A	5
Deans House	Glen Road, Livingston, EH54 8DH	28/2/20	5	N./A	N/A	N/A	5

Inspected using previous grading scheme:

Name of Service	Address	Inspection date	Care & Support	Environment	Staffing	Management & Leadership
Ability Centre	Carmondean Centre Road, Livingston EH54 8PT	05 Oct 2016	5	Not assessed	5	Not assessed
Elburn Day Centre	Jackson Place, Livingston, EH54 6RH	10 May 2016	5	Not Assessed	5	Not Assessed
Adult Placement Service	Arrochar House, Livingston, EH54 6QJ	11 Jan 2017	6	N/A	Not assessed	6
Pathways	Quigley House, Craigshill, Livingston, EH54 5DT	18 May 2017	6	Not Assessed	Not Assessed	5

Name of Service	Address	Inspection date	Care & Support	Environment	Staffing	Management & Leadership
Housing with Care	West Lothian Civic Centre, Livingston, EH54 6FF	18 Nov 2019	5	Not Assessed	Not Assessed	4
Support at Home Services	Strathbrock Partnership Centre, Broxburn, EH52 5LH	19 Feb 2020	Not assessed	Not assessed	4	4